



SALZBURG
GLOBAL
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Better Health Care: How do we learn about improvement?

Monday, July 11, 2016

Join in online!

While there are only 60 of us in Salzburg, your colleagues back home can still join in the discussions online:

All the virtual meeting recaps will be available to read and comment on online:
www.salzburgglobal.org/go/betterhealthcare

If you're assigned to write a report from a working group, please email your short summary (preferably in Word format) to Salzburg Global Editor, Louise Hallman: lhallman@salzburgglobal.org.

In all your writing, whether for the virtual meeting or if you intend to write for your own organization either whilst you're here or after the session, please make sure to observe the **Chatham House Rule** (information on which is in your Welcome Pack). If you're in any doubt, do not hesitate to contact Louise.

As well as the virtual meeting summaries, we'll also be updating our website with interviews and features, which you can find on the session page: www.SalzburgGlobal.org/go/565

You can also join in the conversation on Twitter with the hashtag [#SGShealth](https://twitter.com/SGShealth) and see all your fellow Fellows on Twitter via the list www.twitter.com/salzburgglobal/lists/SGS-565

We're updating both our Facebook page www.facebook.com/SalzburgGlobal and our Flickr stream www.flickr.com/SalzburgGlobal with photos from the session during this week and also after the session. (If you require non-watermarked images for your own publication, please let Louise know.)

You can also follow us on Instagram www.instagram.com/salzburgglobal. Please tag your own photos with the session hashtag: [#SGShealth](https://twitter.com/SGShealth). We might even republish some of them in the newsletter!



Rashad Massoud and Leighann Kimble open *Better Health Care: How do we learn about improvement?*

Improving Improvement

"How do we know that the results that we are seeing are actually because of our interventions and the changes that we are making?" This is the key question facing Fellows as they arrived in Austria for the Salzburg Global program *Better Health Care: How do we learn about improvement?*

The program, in partnership with the USAID Assist Project and with support from the New Venture Fund, is bringing many returning Fellows to Salzburg to build on work begun in 2012 at the session *Making Health Care Better in Low and Middle Income Economies: What are the next steps and how do we get there?*

Since that program four years ago, the field of health care quality improvement science has evolved, prompting the return to Salzburg.

Again led by M. Rashad Massoud, Director, USAID Health Care Improvement Project, Senior Vice President, University Research Co., LLC/ Quality & Performance Institute, as the Session Chair, this year's cohort of 60 Fellows from 25 countries will consider how we know whether the results achieved in improving health and health care can be attributed to the intervention conducted.

Improved process level data and outcome level data have made it possible to show improvements in health care, such as the reductions in complications

in care and in mortality, for example in pre-natal mortality.

As Massoud explains: "[In India], over an 18 month period, they had worked on 270,000 deliveries and were able to reduce pre-natal mortality by 12.7%... In view of such accomplishments, we are being asked a lot of questions... how do you know that the results that you are getting are truly because of what you are doing, and that the changes you are making are causing these results? The answer is that we do have our time series charts to show that there has been a change, but we do not know if that change is necessarily due to what we have done or that it is only because of what we have done and it is not because of something else that is [also] going on."

These questions now pose the next challenge in the evolution of the science of improvement, and while no single, simple answer will be found in Salzburg, the global gathering seeks to help in the design, implementation and evaluation of improvement to uncover which interventions are most effective at achieving sustained results in health outcomes.

While no one Fellow in Salzburg is expected to have the one, simple answer, it is hoped that the collection of expertise gathered for the program this week will help compile the various parts of the solution.

